



Title: **INFORMATION TECHNOLOGY ANALYST**

Salary Code: 24  
Effective Date: 09/01/16  
FLSA Designation: Exempt

**GENERAL DESCRIPTION**

Under general direction of the Information Technology Officer, conducts comprehensive systems analysis studies; installs, modifies, and maintains personal computers, peripheral hardware and software; coordinates and administers information technology software/hardware products; diagnoses and troubleshoots malfunctions and coordinates repairs; develops and implements database policies and procedures and ensures data integrity; provides technical assistance to end users and maintains appropriate security, licensing, and documentation..

**EXAMPLES OF WORK PERFORMED**

The information listed below is meant to serve as examples of the job duties and responsibilities for this classification. This list is neither inclusive nor exclusive, but indicative of several types of duties performed.

1. Provides day to day administration, installation, upgrading, and troubleshooting of databases; coordinates interface applications and functions; assists users during and after conversion; implements or installs new systems; and troubleshoots software related personal computer problems for users via help desk or one-on-one environment.
2. Maintains and monitors the District's databases consistent with the needs/directions of the District by review of databases design and integration of systems; and makes recommendations regarding enhancements and/or improvements.
3. Coordinates departmental communications and activities with information systems for installation, implementation, troubleshooting and maintenance of computer software, hardware, mobile devices, SCADA and PLC Programming.
4. Performs and implements system maintenance and installation of networking systems including LAN, WAN, and Wi-Fi as well as standard router configurations.
5. Establishes and enforces policies and procedures related to the database; maintains the security, performance, reliability, and integrity of all data; audits database usage, and devises; implements and documents procedures for the identification, categorization, and protection of all data sources.
6. Defines designs, integrates, installs, and maintains enterprise, distributed, web enabled, client/server, desktop, Internet, Extranet, Intranet, and computer systems.
7. Confers with internal staff and vendors to perform systems requirement analysis; develop functional definition and design; and establish systems development specifications.
8. Tests and reports on various software products and provides quality assurance of products by identifying and documenting defects, and evaluates and recommends database software packages for potential acquisition.

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9. Reviews, evaluates, and recommends new tools, technology, and products for the development or enhancement of various applications in accessing or processing the information on the database; and installs configures and upgrades related hardware and database application software.
10. Configures, installs, and maintains network hardware, routers, and access list, network firewalls, gateways, servers, and related systems.  
  
Recommends and submit orders for computer supplies and/or maintenance of equipment.
11. Maintains tracking and documentation of all inventory including computer equipment, hardware and software.
12. Maintains and insures proper software licensing in accordance with Federal and State regulations.
13. Monitors and troubleshoots hardware using network hardware diagnostic tools, organizes, develops, modifies, implements and maintaining systems software required to support network servers and the infrastructure; and helps install and configure operating system such as UNIX, WINDOWS, or LINUX.
14. Performs backup and restore process; completes disaster planning; reads, interprets and applies complex technical publications.
15. Manages technical projects and provides training and support to District staff.
16. Assist in designing and maintaining District web sites.
17. Performs other duties as assigned

### CLASSIFICATION REQUIREMENTS

Education and Experience: Any combination of equivalent education and experience that has led to the acquisition of the knowledge required by the position. A typical way of acquiring the knowledge would be:

A bachelor's degree in Computer Information Systems, Computer Science, Electrical Engineering, Computer Engineering or a closely related field **and** one (1) year of fulltime, paid work experience equivalent to that gained as an Information Systems Analyst/Engineer.

#### Substitution:

Five (5) years of full-time, paid work experience equivalent to that gained as an Information Systems Analyst/Engineer will substitute for the bachelor's degree and one (1) year experience.

#### OR

Certification as a Microsoft Certified Professional (MCP), and CISCO Certified Network Associate (CCNA) or CISCO Certified Network Professional (CCNP) will substitute for one (1) year of the required experience.

**OR**

Certification as a Microsoft Certified System Engineer (MCSE) or Microsoft IT Professional Enterprise Administrator (MCITP-EA), and CISCO Certified Internetwork Expert (CCIE), will substitute for two (2) years of the required experience.

**Knowledge of:**

- Local area network systems, including operating systems, client/server relationships, hardware, and software.
- Web site, email and voice mail administration and maintenance.
- Installation, maintenance and minor repair of personal computers and peripheral equipment.
- Principles of SCADA and PLC systems.
- Principles, practices and techniques of systems analysis.
- Principles and techniques used to evaluate work processes.
- Principles and practices of purchasing computers, telephones and related equipment and services.
- Principles and practices of programming.
- Principles and practices of system documentation and inventory.
- Principles and techniques for diagnosing system problems.

**WORKING CONDITIONS**

- Light lifting up to 35 pounds.
- Possess physical characteristics to perform the critical and important duties of the job, including the sustained posture at a computer station for prolonged periods.

**STANDARD REQUIREMENTS**

- Possession of a valid Class C California Driver's License with a driving record acceptable to the District's automobile insurance provider is required.